

How to use the Target Professional Services Members Portal

We hope you find the Members Portal a secure, simple and convenient method for updating your contact details and providing us with the necessary documents to verify your identity.

This helpful guide is written assuming the reader is using a Windows computer with a common screen size (14” and greater). If you are using a mobile device with a smaller screen the layout of the Members Portal may differ from the pictures in this guide, but the wording and colours will remain the same. Of course when using a touch-screen device exchange the instruction ‘click’ to a finger press. Dialogue boxes may appear differently across platforms such as MacOS/iOS, Android etc.

PLEASE NOTE: This is not your pension administrator’s website or Portal, and as such you will not be able to use your existing credentials to login. Please register for a new account at <https://www.targetprofessional.co.uk/members/> in the first instance.

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1 FIRST STEPS

To begin, please visit:

<https://www.targetprofessional.co.uk/members/>.

The following steps will assume you are a new user and will take you through the registration process.

1.1 ENTERING LOGIN DETAILS

You will be presented with the log-in screen which asks you to provide three pieces of information:

Please enter your National Insurance number, your Security Code (in your letter supplied by us) together with your Date of Birth.

National Insurance Number	<input type="text" value="eg. AB123456C"/>
Security Code	<input type="text" value="eg. PP1234567890"/>
Date of Birth	<input type="text" value="dd/mm/yyyy"/>

Next

Enter your National Insurance number in the first box. The format used is *two letters, followed by six numbers, followed by one letter*. An example of this would be AB123456C.

Enter your security code in the second box. You will find your security code is printed at the top of your letter. The format for your security code is *a combination of 12 letters and numbers*. An example of this would be PP1234567890 or PGEN22116611 etc.

Enter your date of birth in the last box. The format is the date as expressed as *two numbers, the forward-slash character (/) the month expressed as two numbers, the forward-slash character (/), and the year expressed as four numbers*. An example of this would be 06/02/1950.

Please note that *these fields are case sensitive* – ‘R’ is interpreted differently from ‘r’ so please match the case. National Insurance number & security code uses capital/upper case letters as default.

When you have entered the necessary information please click the next button.

Please enter your National Insurance number, your Security Code (in your letter supplied by us) together with your Date of Birth.

National Insurance Number	<input type="text" value="....."/>
Security Code	<input type="text" value="....."/>
Date of Birth	<input type="text" value="....."/>

Next

You will then be presented with a form asking you answer some security questions.

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1.2 SETTING SECURITY QUESTION ANSWERS

You will be presented with six security questions to answer. The minimum number of questions you can answer is two; however for security we recommend that you answer all of your questions with something memorable for each. You will be presented with two of these questions every time you log into the members portal in the future.

**Please set your answers to the following security questions for future logins.
You MUST answer a minimum of TWO (2) security questions.**

What was the name of the street you grew up on?	<input type="text"/>
What was your fathers middle name?	<input type="text"/>
What was the name of your first pet?	<input type="text"/>
What was the name of your first pet?	<input type="text"/>
What is your favourite food?	<input type="text"/>
What is your favourite colour?	<input type="text"/>

Save Answers & Login

Answer at least two of these questions. Please note that the questions asked are set by your pension schemes administration team and as such we cannot change these.

**Please set your answers to the following security questions for future logins.
You MUST answer a minimum of TWO (2) security questions.**

What was the name of the street you grew up on?	Ellis Square
What was your father's middle name?	John
What was the name of your first pet?	Cookie
What was your favourite subject at school?	Information Technology
What is your favourite food?	Chilli
What is your favourite colour?	Burgundy

Save Answers & Login

When you have reviewed your answers and are satisfied with them please click 'Save Answers & Login'. You will then be presented with your record.

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2 LOGIN TO THE MEMBERS PORTAL

If you are already registered on the Target Professional Services Members Portal, and wish to log-in again to make any adjustments please visit <https://www.targetprofessional.co.uk/members/> and click on 'Already Registered'. The following steps will outline the procedure for logging in.

2.1 ENTERING LOGIN DETAILS

You will be presented with the log-in screen which asks you to provide two pieces of information:

National Insurance Number	<input type="text" value="AB123456C"/>
Security Code	<input type="text" value="PP1234567890"/>

Enter your National Insurance number in the first box. The format used is *two letters, followed by six numbers, followed by one letter*. An example of this would be AB123456C.

Enter your security code in the second box. You will find your security code is printed at the top of your letter. The format for your security code is a *combination of 12 letters and numbers*. An example of this would be PP1234567890 or PGEN22116611 etc.

When you have entered the necessary information please click the next button

2.2 ANSWERING SECURITY QUESTIONS

You will then be presented with fields asking you to answer two security questions. The answers to these questions you would have already set during the registration process. Enter your answers and click 'Login'.

What was your father's middle name?	<input type="text" value="John"/>
What was your favourite subject at school?	<input type="text" value="Information Technology"/>

When you log in you will be presented with a table showing your record.

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3 UPDATING YOUR RECORD

It is important that your record is kept up-to date. Please ensure that all fields are completed correctly, and where possible please include your email address and telephone number (we will avoid calling during un-social hours by observing your time zone).

3.1 'ARE YOUR DETAILS UP-TO-DATE?'

Please note that at the bottom of the screen you will see the statement: 'Please confirm that the details we hold for you, shown on this page are correct' and two buttons: 'Yes, they are correct' and 'No, I will correct them'. To make any changes to your record (including uploading documents) press the 'No, I will correct them' button.

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Logout



info@targetprofessional.co.uk

Freephone: **0800 988 1255** International: **+44 (0)1243 601333**

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My details

URN	TAR654321
National Insurance Number	NI123456A
Scheme Name	IT Support Scheme

Please confirm that the details we hold for you, shown on this page are correct

Yes, they are correct

No, I will correct them

3.2 EDITING EACH SECTION

Your record is presented in sections for your convenience. Click the change button to the right of any section which needs changing to begin making changes:

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Title	Mr.
Forename	Richard
Middle Name(s)	
Surname	Peters
Date of Birth	01/01/2001

[Change](#)

Address 1	Sherrington Chambers
Address 2	3 Sherrington Mews
Address 3	Ellis Square
Address 4	
Address 5	
Town	Selsey
County	West Sussex
Postcode / Zipcode	PO20 0FJ
Country	United Kingdom

[Change](#)

When you have clicked 'change' a new data entry box will appear to the right of the details already on the record:

Title	Mr.
Forename	Richard
Middle Name(s)	
Surname	Peters
Date of Birth	01/01/2001

[Change](#)

Address 1	Sherrington Chambers	<div style="background-color: #ffffcc; padding: 5px;">Address 1 Address 2 Address 3 Address 4 Address 5 Town County Postcode / Zipcode</div>
Address 2	3 Sherrington Mews	
Address 3	Ellis Square	
Address 4		
Address 5		
Town	Selsey	
County	West Sussex	
Postcode / Zipcode	PO20 0FJ	
Country	United Kingdom	

[Save Changes](#) [Cancel](#)

When making changes to correct your details it is important to update that record in full – if you recognise one line of your address has a spelling mistake in please update the entire record and not just the single line.

After you have finished making any necessary changes please click on the 'Save Changes' button. You will again be presented with a table showing your record.

Please change all the necessary fields and then navigate to the bottom of the page where you will be able to change your security question answers, and/or upload any necessary documents.

3.3 UPLOADING DOCUMENTS

Often it is necessary for Target Professional Services to verify an individual's identity, particularly if you are a pension member residing overseas. The Members Portal has been designed as a secure, simple and convenient method for updating your contact details and providing us with the necessary documents to verify your identity.

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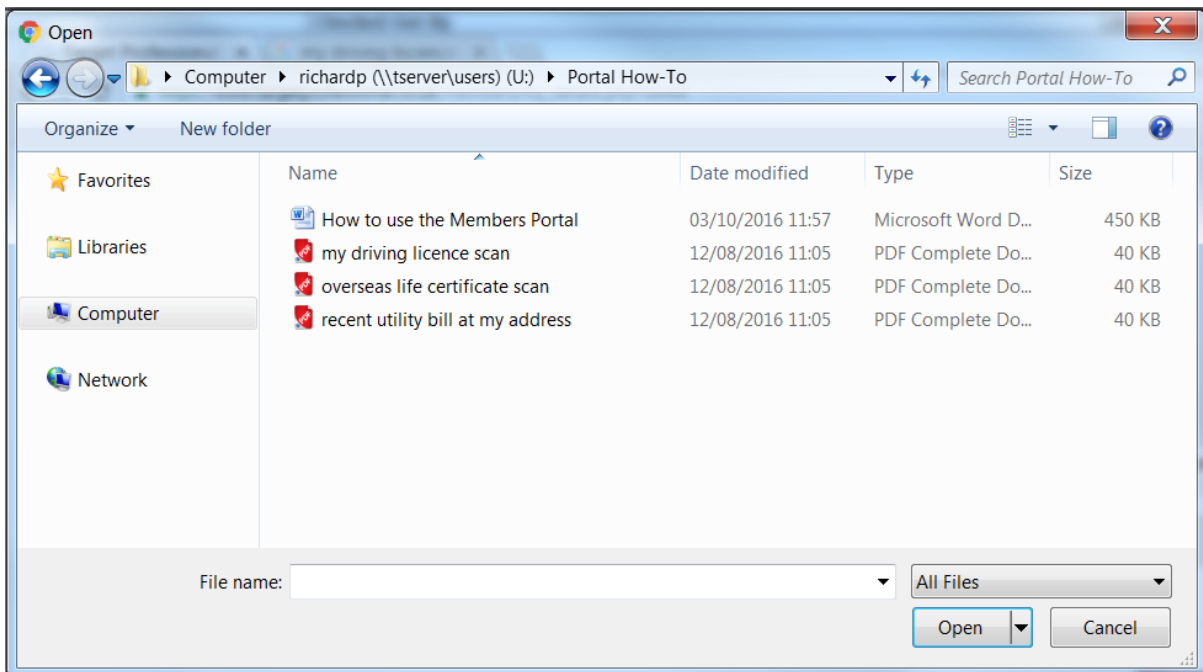
What was the name of the street you grew up on? E*****
What was your father's middle name? J***
What was the name of your first pet? C*****
What was your favourite subject at school? |*****
What is your favourite food? C*****
What is your favourite colour? B*****

Document	Uploaded
<input type="button" value="Choose File"/> No file chosen	(Max: 20Mb) <input type="button" value="Upload"/>

To upload a file, click the 'Choose File' button.

Document	Uploaded
<input type="button" value="Choose File"/> No file chosen	(Max: 20Mb) <input type="button" value="Upload"/>

Having clicked the 'Choose File' button you will be presented with the upload file dialogue box.



Navigate through your computer to find the files you wish to upload. When you have found a file, click on it to make a selection and then click 'Open'. You will then notice that the document section of your record has your file listed:

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Document	Uploaded
<input type="button" value="Choose File"/> recent utility...y address.pdf	(Max: 20Mb) <input type="button" value="Upload"/>

You can then click the 'Upload' button to make your document accessible to us. Once you have clicked 'Upload' you will again be presented with 'Please confirm that the details we hold for you, shown on this page are correct' and two buttons: 'Yes, they are correct' and 'No, I will correct them'. To make any further changes to your record (including uploading additional documents) press the 'No, I will correct them' button.

3.4 CHANGING YOUR SECURITY QUESTION ANSWERS

Changing your Security Question answers is the same process as changing any other section (see 'Editing Each Section'). Simply click on 'Change' and enter your new Security Question answers.

3.5 MARKING COMPLETE

When you have finished editing your record please click on the button stating 'Yes, they are correct' when presented with 'Please confirm that the details we hold for you, shown on this page are correct' and the two buttons: 'Yes, they are correct' and 'No, I will correct them'.

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My details

URN	TAR654321
National Insurance Number	NI123456A
Scheme Name	IT Support Scheme

Please confirm that the details we hold for you, shown on this page are correct